

TITLE: Communications Training Officer

E911/3

DEPARTMENT: Communications, Fayette County

JOB SUMMARY: This position is responsible for the training of Communications Officers.

MAJOR DUTIES:

- o Researches, develops, and implements training programs; ensures compliance with policies and procedures.
- o Oversees the day-to-day instruction of trainees.
- o Works with E-911 personnel to review and update Communication Officer training curriculum.
- o Reviews Trainer documentation of trainee progress.
- o Makes recommendations regarding the status of trainees upon program completion.
- o Coordinates with external agencies and organizations to schedule required training.
- o Coordinates with departments in regards to training needs.
- o Performs the duties of a Communications Officer as needed.
- o Instructs personnel in proper procedures, codes, and radio etiquette; instructs personnel in the use of department communications equipment.
- o Maintains training records.
- o Researches educational products.
- o Researches and develops public information pamphlets.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of county policies and procedures.
- o Knowledge of the Fayette County Basic Training Curriculum.
- o Knowledge of law enforcement and Fire/EMS dispatch protocols.
- o Knowledge of the Computer Aided Dispatch system.

- o Knowledge of GCIC and NCIC standards and regulations.
- o Knowledge of emergency communication equipment operation, maintenance, and repair.
- o Knowledge of computers and job related software programs.
- o Skill in the development and implementation of training programming.
- o Skill in public and interpersonal relations.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The Assistant Communications Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include Federal Communication Commission rules and regulations, the Georgia Telephone Act, National Crime Information Center/Georgia Crime Information Center rules and regulations, and county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

**COMPLEXITY:** The work consists of varied duties in the training of Communications Officers. Strict regulations contribute to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to train Communications Officers. Success in this position contributes to the efficient response to emergency incidents.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, law enforcement personnel, firefighters, emergency medical providers, representatives from external agencies, vendors, and members of the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, bending, crouching, walking, or stooping. The employee frequently lifts light and occasionally heavy objects and uses tools or equipment requiring a high degree of dexterity.

**WORK ENVIRONMENT:** The work is typically performed in a communications center.

EXEMPT/HIPAA/IWE

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** This position has functional supervision over Trainees, Senior Communications Officers and Shift Supervisors when performing in a training capacity.

**SPECIAL CERTIFICATIONS AND LICENSES:** Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment. Successful completion of the State of Georgia mandated Basic Communications Officer training within six (6) months of employment. Successful completion of Georgia Crime Information Center (GCIC) workbook, tests and certification as a GCIC Terminal Operator within six (6) months of employment and recertification in GCIC every two (2) years. Possession of or ability to readily obtain Peace Officers Standards and Training (POST) Instructor Training Certification.

**ADA COMPLIANCE:** Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

**HIPAA COMPLIANCE:** The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

**DRUG AND ALCOHOL COMPLIANCE:** In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

- o Possession of or ability to readily obtain GCIC/NCIC certification.